NMCI
INFORMATION
STRIKE
FORCE

**Remote Access Service
User's Guide**

Unclassified

Version 1.6

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1. Introduction

Welcome to the NMCI Remote Access Service (RAS). Once the desktop support person has configured RAS on your laptop, you can connect to the NMCI network while working away from your assigned site.

You should use RAS when working away from your assigned site. Therefore, the instructions in this guide are presented with the assumption that your laptop is not in a docking station and that you plan to connect to the network from an analog telephone line.

1.1 PREPARING TO USE RAS

Before using RAS, you must first log into the NMCI network through the local area network (LAN) connection at your site **at least once.** This enables a network profile to be established.

Note: While you are connected to the network though the LAN connection, you may also want to make your H:\ drive available for offline use. This enables you to access your H:\ drive while disconnected from the network.

2. MAKING A RAS CONNECTION

Follow the steps in this section to connect to the NMCI network while working remotely.

STEP 1: CONNECT YOUR LAPTOP TO A TELEPHONE LINE

To establish a remote connection you will need the following:

- A telephone (analog) wall jack. (DO NOT use a digital line.)
- Your NMCI laptop; and
- A regular six-foot telephone cable (similar to the one shown in the following picture).

Figure 1 Telephone Cable

Note: If you do not know whether a telephone line is digital or analog, ask someone who is familiar with the telephone connections at the site where you plan to connect to the network.

1. Connect one end of the telephone cable to the modem connector on the side of your laptop.

Note: Do not confuse the modem and network connectors on your laptop. The modem connector has a picture of a telephone. The modem connector is indicated as number 1 in the following picture.

Figure 2 Modem Connector on Laptop

2. Plug the other end of the telephone cable into a standard telephone wall jack, as shown in the following picture.
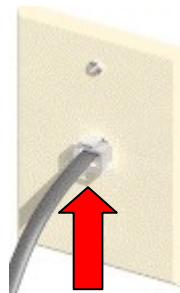

Figure 3 Telephone Wall Jack

A picture of a complete connection from a laptop to a telephone wall jack is shown in the following picture.

Figure 4 Laptop Plugged Into Wall Jack

Note: If you use RAS outside of the United States, please be aware that the following countries require a country-specific adapter: Austria, Belgium, Denmark, Finland, France, Germany, Holland, Ireland, Italy, New Zealand, Norway, Poland, Spain, South Africa, Sweden, Switzerland, United Kingdom. You can call the NMCI Help Desk at 1-866-THE-NMCI for more information.

After you have connected the telephone cable to the laptop and the telephone wall jack, proceed to the next section titled, "Step 2: Log Into Your Laptop".

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STEP 2: LOG INTO YOUR LAPTOP

1. Press the Power button to turn on your laptop. Windows 2000 loads and the Begin Login dialog displays.
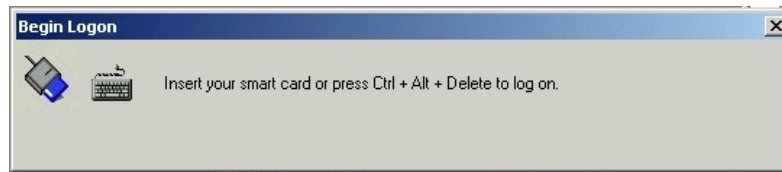

Figure 5 Begin Login Dialog

2. Locate the **Ctl + Alt + Delete** keys on your keyboard.
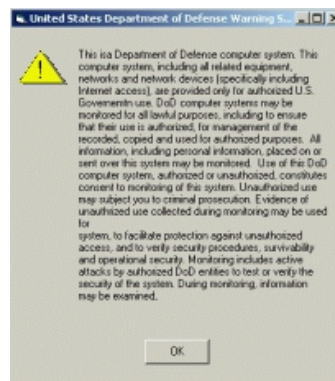3. Simultaneously press all **three buttons**. The US Department of Defense Warning Statement appears.

Figure 6 US Department of Defense Warning Statement

4. Click on the **OK** button. The Logon Information window appears.

Figure 7 Logon Information Windows

5. Enter **your user name** into the User Name: field.
6. Enter **your password** into the Password: field.

Note: You must log on to Windows using your NMCI network user name and password.

7. Verify that **your domain** is selected in the Log on to: field. If it is not, click on the down arrow at the end of the Log on to: field. A drop-down list appears. Select your assigned domain. The domain name appears in the Log on to: field.

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8. Click on the **OK** button.

Note: A loss of profile message may appear since you have logged onto your laptop without a network connection. If the message appears, click on the **OK** button to close the message box. After a few minutes your desktop appears.

9. Proceed to the next section titled, "Step 3: Locate a Local/Toll-Free Access Number" if you haven't located an access number already. If you already have an access number, proceed to Step 6: Connect to the Network Using PaL.

STEP 3:   LOCATE A LOCAL/TOLL-FREE ACCESS NUMBER

Before you connect to the network using RAS, you must find a local or toll-free access number. If this is your first time using access numbers, please read the following scenario to understand the benefits gained by locating an access number. Then follow the steps below to locate an access number.

Selecting a Local Access Number Scenario

Joe Smith is stationed at the Norfolk Navy base in Norfolk, Virginia. He has been temporarily assigned to Andrews Air Force Base (AFB) in Camp Springs, Maryland.

When Joe arrives at the Navy facility on Andrews AFB, he wants to check Outlook to see if he has electronic messages. To check his messages, Joe needs a local or toll-free access number to connect to the network. Obtaining a local, or toll-free, access number enables Joe to call the network without incurring long distance telephone charges.

Joe finds an analog line at Andrews AFB. He then asks a co-worker for the **area code** that must be dialed when a commercial call is placed **to** Andrews AFB. He is told the area code is 240. Next, Joe asks for the **first three digits** that must be dialed after the area code. He is told the first three digits are 857. Now that Joe has this information, he can use the PaL Phone Book to search for a local or toll-free access number that he can use to call the network from Andrews AFB.

Next week Joe is scheduled to travel to a Marine base in Quantico, Virginia. Once Joe arrives to the Marine base in Quantico, he will have to search for an access number that is either local or toll-free when calling the network from Quantico, Virginia.

1. To search for an access number, locate the **PaL** icon on your desktop, as shown in Figure 8.
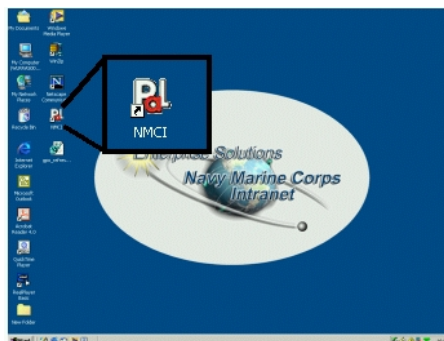

Figure 8 PaL Icon on Desktop

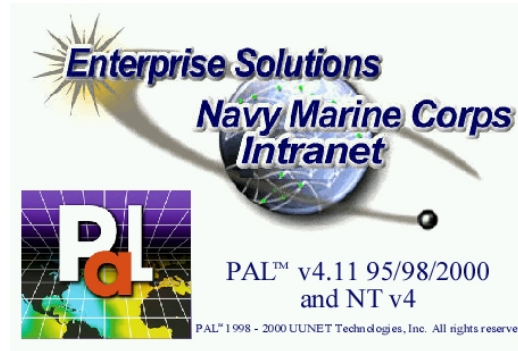2. Double-click on the **PaL** icon. The PaL Splash window (shown in the following picture) displays.

Figure 9 PaL Splash Window

Then the **main PaL** window (shown in the following picture) automatically opens.

Figure 10 Main PaL Window

3. Click on the **Phone Book** button (circled in the picture above).

4. Either the Number Search window or the Name Search window displays. If the Number Search window (shown in Figure 11) displays, proceed to step 5.

   Or,

Figure 11 Number Search Window

If the Name Search window (shown in Figure 12) displays, click on the **Number Search** button. The Number Search window displays. You can then proceed to step 5.

Figure 12 Name Search Window

5. Click in the **Area Code** field (shown in Figure 11).

6. Type the **Area Code** of the telephone number you are calling from.

7. Click in the first **Phone Number** field (shown in Figure 11).

8. Type the **first three digits** of the telephone number you are calling from.

9. Click on the **Search** button (also shown in Figure 11). The bottom portion of the window displays a list of access numbers (shown in Figure 13) that are local (or toll free) when dialed from your current location.

Figure 13 Number Search Window

10. Click on **a number** to select it.

11. Click on the **OK** button. The Prefix/Suffix window appears.

Figure 14 Edit Prefix/Suffix Window

12. Proceed to the next section titled, "Step 4: Enter the Applicable Prefix Information".

STEP 4:   ENTER THE APPLICABLE PREFIX INFORMATION

Does the location you are calling from require you to dial one or more numbers to access an outside line? **If the answer is no**, click on the **OK** button to close the Prefix/Suffix window. Then proceed to the next section titled, "Step 5: Save the Access Number".

Or, **if the answer is yes**, go to step 1 below.

1. Look at the **To Disable call waiting** field.
2. Verify that **None** is selected. If **None** is **not** selected, click on the down arrow at the end of the **To Disable call waiting** field. A drop-down list appears. Select None.
3. Click in the **Dialing Prefix** field.
4. **Type the prefix** you must dial to access an outside line. (For example, if you must dial 99— or any other number—to access an outside line enter the applicable number(s) in the Dialing Prefix field.)
5. Click on the **OK** button. Both the access number you selected and the prefix you entered (if applicable) display in the Phone Number field. (In the following picture, 99 was entered as the prefix that must be dialed to access an outside line.)

**Figure 15 Phone Number Field Displays
Selected Number**

6. Proceed to the next section titled, "Step 5: Save the Access Number".

STEP 5:   SAVE THE ACCESS NUMBER

Once you select an access number for a location, you can save the number as a Favorite. You can then select the access number from the Favorites list whenever you need it.

The following scenario provides information on the benefits gained by storing access numbers. Once you have read the scenario, you can perform the steps to save the access number you just selected.

Saving a Favorite Number Scenario

Last week Joe Smith was temporarily assigned to work on Andrews AFB in Camp Springs, Maryland. Joe searched for an access number while visiting Andrews AFB a month ago. He saved that access number in his Favorites list.

This week Joe is at the Marine base in Quantico, Virginia. Next week Joe has to go back to Andrews AFB to perform a few additional tasks. When Joe returns to Andrews AFB, he can select the stored access number from his Favorites list. This keeps Joe from searching for an access number when he returns to Andrews AFB.

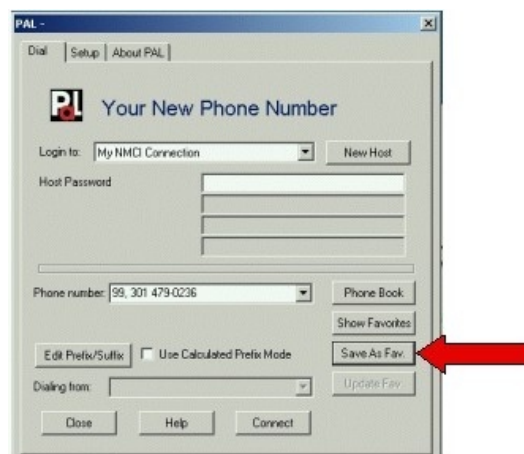1. The main PaL window should still be opened. Click on the **Save As Fav.** button.

Figure 16 Save As Fav. Button

The **Save Call Setup** window displays.

Figure 17 Save Call Setup Window

2. Click in the **Enter a name for this setup:** field.
3. **Type a name** that will help you identify the local access number you just selected. (For example, Joe Smith might type Andrews AFB to identify his stored access number for Andrews Air Force Base.)
4. Click on the **OK** button. The Save Call Setup window closes.
5. You should now proceed to the next section titled, "Step 6: Connect to the Network Using PaL".

STEP 6:   CONNECT TO THE NETWORK USING PAL

The main PaL window should be opened. (If it is not, double-click on the **PaL** icon on your desktop to open the main PaL window shown below.)
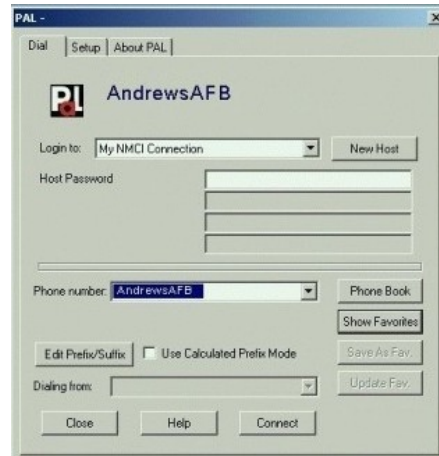

Figure 18 Main PaL Window

1. Verify that the desired Favorite displays in the Phone number field. **If the desired Favorite is displayed**, proceed to the next step. **If the desired Favorite is not displayed**, click on the Show Favorites button. Your list of Favorites displays. Select the desired Favorite.

2. Click in the **Host Password** field (shown in the following picture).

Figure 19 Host Password Field on Your Last Phone Number Window

3. Type the **RAS password** from the Help Desk.
4. Click on the **Connect** button.
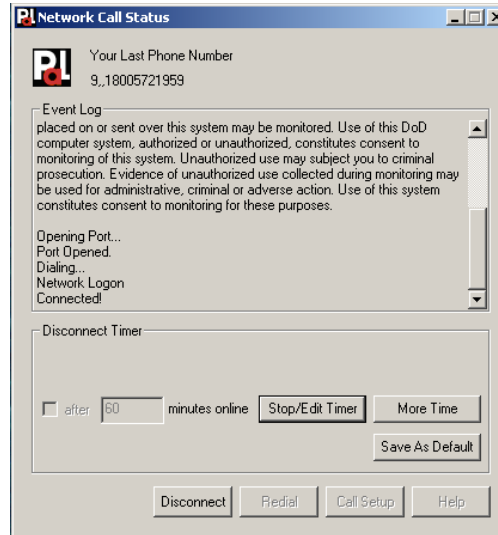5. Wait while your system connects to the NMCI network.

Figure 20 Network Call Status Window

The PAL window automatically minimizes and a set of computer icons (as shown in the following picture) appears in the lower right corner of your desktop area once a connection has been established.
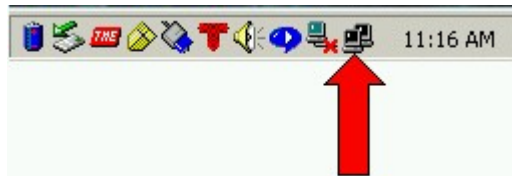

Figure 21 A Set of Computer Icons

Important Note: It is important that you do **not** try to access any network applications, drives or folders at this point.

6. You may now proceed to the next section titled, "Step 7: Log Into the PERMIT/Client."

STEP 7: LOG INTO THE PERMIT/CLIENT

1. **Locate the red T** in the lower right corner of your desktop. The red T is near the time display, as shown in the following picture.

Figure 22 PERMIT/Client Icon (Red T)

2. Place the mouse pointer **over the red T** and press the right-mouse button. The following pop-up menu displays.
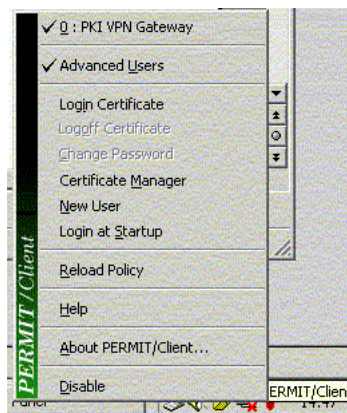

Figure 23 PERMIT/Client Menu

3. Select **Login Certificate**. The **PERMIT/Client Login** window (shown in the following picture) displays.
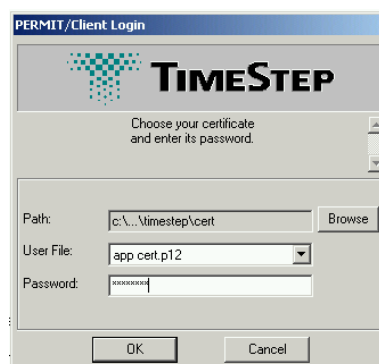

Figure 24 PERMIT/Client Login Window

4. Click in the **Password** field.

5. Type your **Personal Security Password**. (This is the password you created when you requested your certificate.)

6. Click on the **OK** button. A message window appears stating that a secure tunnel is being created.

Figure 25 Message Window

Then a status message quickly displays.

Figure 26 Status Message

7. **Wait** until the red T changes to a green T. Also, a black box (with a padlock) displays around the green T. And, lastly, a second set of computer icons appears near the time display (as shown in the following picture).
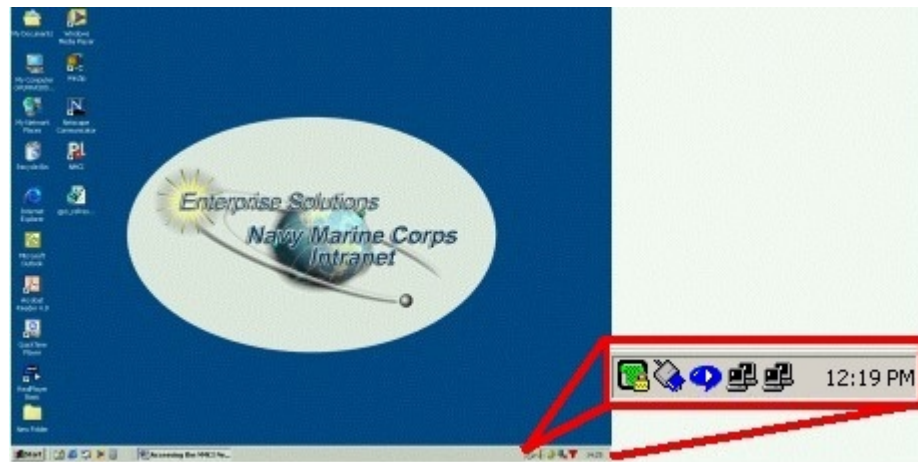

Figure 27 PERMIT/Client Icon Turns Green

<u>**Important Note**</u>: It is important that you do **not** try to access any network applications, drives or folders until the red T turns green and the second set of computer icons appear near the time display.

8. You may now proceed to the next section titled, "What to expect once remotely connected to the network".

3. WHAT TO EXPECT ONCE REMOTELY CONNECTED TO THE NETWORK

- You may not see your H:\ drive in the My Computer window (or Windows Explorer window) until you browse My Network Places.

Note: If you make your H:\ drive available for offline use, you will always be able to access your H:\ drive—even when you are not connected to the network.

- When browsing My Network Places for the first time, your mouse may display an hourglass icon for about 45 seconds while the network authenticates your user account information.

- Your laptop performance is slower when using a RAS connection than it is when using the LAN connection. You will particularly notice this when sending and receiving large documents while connected remotely.

4. VIEWING YOUR H:\ DRIVE (HOME FOLDER)

To view your H:\ drive (Home Folder), follow the steps below.

1. Locate the **My Computer** icon on your desktop.

Figure 28 My Computer Icon

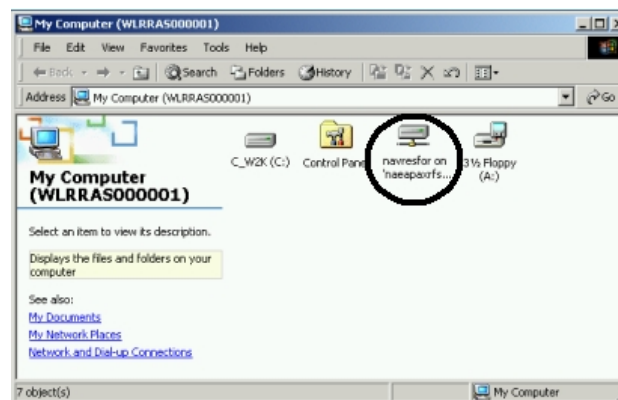2. Double-click on the **My Computer** icon. The My Computer window opens.

Figure 29 My Computer Window With H: Drive Circled

Your H:\ drive icon should display, as shown in the above picture.

Each user's H:\ drive has a different name since the H:\ drive is named as follows:

user.name$ on **server**

The user.name is the name entered to log onto the NMCI network. And, the server is the name of the server that contains your H:\ drive.

If your H:\ drive does not appear in the My Computer window, proceed to the next section.

4.1 CONNECTING TO YOUR H:\ DRIVE (HOME FOLDER)

To map a shortcut to your H:\drive follow the steps below. The My Computer window should still be opened:

Note: You need to know the name of the server that contains your H:\ drive (Home Folder). If you do not have this information, you can call the Help Desk (1-866-THE-NMCI) and ask a Help Desk agent for this information.

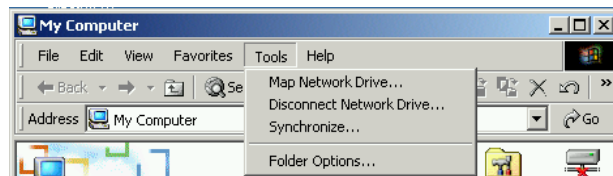1. Select **Tools** from the menu bar. The **Tools** menu appears.

Figure 30 Tools Menu

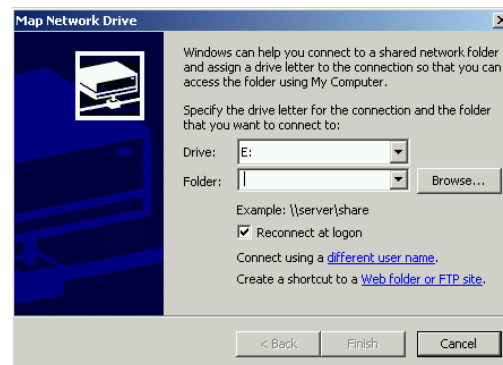2. Select **Map Network Drive**. The **Map Network Drive** window appears.

Figure 31 Map Network Drive Window

3. Click on the **down arrow** at the end of the Drive field. A list of letters appears.
4. Select H.
5. Click in the **Folder** field.
6. Type two back slashes, the server name that contains your H:\ drive, a single back slash, your user name and a $ sign as follows:

   \\servername\user.name$

Example: Jane Smith's user name is jane.smith. Jane's H:\ drive is on the naduseas server. Jane must type the following in the Folder: field: **\\naduseas\jane.smith$**

Naduseas is the name of the server. Jane.smith is Jane's user name. And, Jane added the $, since her H:\ drive is a folder that is hidden from all other network users.

7. Ensure that the **Reconnect at logon** checkbox is checked.
8. After you complete the Folder field, the **Finish** button becomes enabled. Click on the **Finish** button.
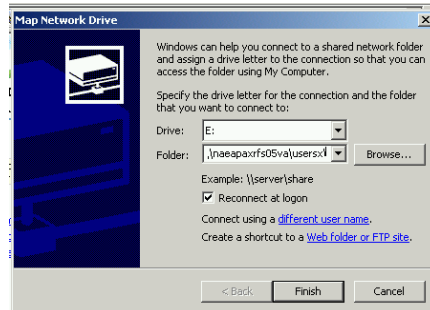
Figure 32 Map Network Drive Window

A message appears telling you that the application is attempting to connect to the \\servername\user.name$.

9. Wait while your H:\ drive is mapped to your laptop. Once your H:\ drive is mapped, the icon for your H:\ drive appears in the My Computer window.

5. TASKS YOU CAN PERFORM WITH A RAS CONNECTION

You can perform all of the same tasks with a RAS connection that you can perform when you access the network using the local area network connection at your site, including:

- Access the Internet;

- Use Outlook to Send/Receive Mail;

- Access Your Outlook Calendar;

- Access information stored on your H: drive and other Network Folders;

- View the NMCI Portal (which lets you access an online banking page for the Navy Federal Credit Union, view stock market information, access your service records and more); and

- Use the Navy\Marine Corps White Pages (which enables you to search for people and commands in the Navy and Marine Corps).

6. DISCONNECTING YOUR RAS CONNECTION

When you are ready to disconnect from the network, follow the steps in this section.

1. Close all windows and applications (i.e. Outlook, browser windows, etc.) that are using the RAS connection.
2. Locate the **Network Call Status** button on the taskbar.

Figure 33 Network Call Status Button

3. Click on the **Network Call Status** button. The Network Call Status window (shown in the following picture) displays.

Figure 34 Network Call Status Window

4. Click on the **Disconnect** button. Your network connection is terminated and one set of computer icons disappears.

5. Click on the **Cancel** button to close the Network Call Status window.
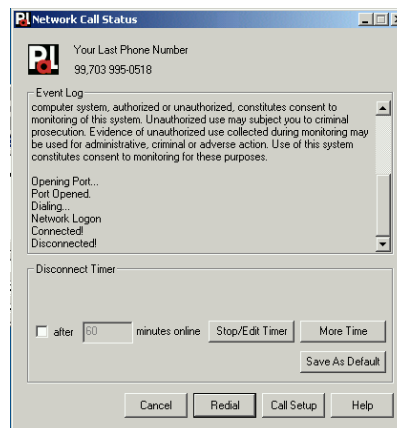

Figure 35 Network Call Status Window

6. Next you must log out of the PERMIT/Client. To do so, right-click on the **green T** icon. The PERMIT/Client menu displays.
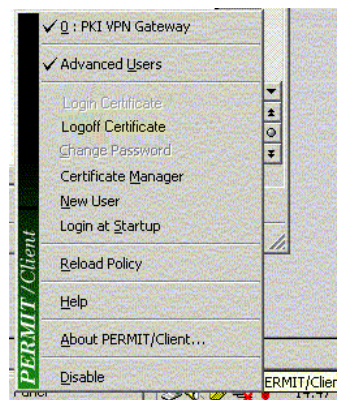

Figure 36 PERMIT/Client Menu

7. Select **Logoff Certificate**. You are logged out of the PERMIT/Client.

7. RESETTING/CHANGING YOUR PAL PASSWORD

To reset or change the password you type to connect to the network using PaL, you should contact the NMCI Help Desk.

Note: This is **NOT** your Personal Security Password, which you enter into the PERMIT/Client login window.

Alternatively, you may visit https://www.ani.uu.net/english/default.asp and log into the site using your NMCI user name and password. You should then follow the instructions posted on the site.

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